

October 25, 2019

BY HAND DELIVERY AND ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888

RE: Docket 4770 – Application of The Narragansett Electric Company d/b/a National Grid for Approval of a Change in Electric and Gas Base Distribution Rates Low-Income Monthly Report – September 2019

Dear Ms. Massaro:

On behalf of National Grid, I have enclosed one original and nine copies of the Company's Low-Income Monthly Report for September 2019 pursuant to Article II, Section C.22.f. of the Amended Settlement Agreement dated August 16, 2018 in Docket 4770.

Please note that the enclosed report includes the following changes:

- 1) The calculation for the 'Percent of customers on the low-income discount' (line 34) was changed to use the total 'Number of Low-income Accounts' (line 33) instead of the 'Number of Accounts (no rider¹)' (line 33.a.).
- 2) The number of low-income customers on line 33.a. was deleted from Jan-Apr 2019 because at the time the data was pulled, we had not defined the final parameters for the data point. In particular, we had not determined the need to breakout the data between 'rider' and 'no rider'.
- 3) The calculation for the 'Average active residential account bill' (line 3) was changed to use the 'Number of ACTIVE Residential Accounts' (line 1.a.) instead of the total 'Number of Residential Accounts' (line 1).
- 4) The calculation for the 'Ratio of service disconnections for nonpayment to total Residential Customers' (line 24.d.) was changed to use the 'Number of ACTIVE Residential Accounts' (line 1.a.) instead of the 'Number of Residential Accounts' (line 1).
- 5) The calculation for the 'Percent of low-income customers enrolled on the AMP' (line 57) was changed to use the total "Number of Low-Income Accounts' (line 33) instead of the 'Number of Accounts (no rider)' (line 33.a.).

¹ No rider is the 25% discount; rider is the 30% discount.

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Thank you for your attention to this matter. If you have any questions, please contact me at 781-907-2121.

Very truly yours,

Raquel J. Webster

Enclosure

cc: Docket 4770 Service List Kevin Lynch, Division Jonathan Schrag, Division John Bell, Division Al Mancini, Division Christy Hetherington, Esq. Leo Wold, Esq.

	Jan-1	10	Feb-	10	Mar-	10	Apr-	10	May	10	Jun-	10	Jul-	10	Aug-	10	Sep-	10
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
General Residential	Liectric	Gas	LIECTIC	Gas	LIECTIC	Gas	Liectric	Gas	Liectific	Gas	Liectric	Gas	Liectric	Gas	Liettiit	Gas	Liectric	Gas
Number of Residential Accounts, includes discount rate and AMP accounts (Active and																		
1 Final)															1,544,054	673,003	1,556,266	684,193
1.a Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts															433,895	241,601	440,070	249,571
Number of FINAL Residential Accounts, includes discount rate and AMP accounts Number of FINAL Residential Accounts, includes discount rate and AMP accounts															1,110,159	431,402	1,116,196	434,622
2 Total Billed, does not include ESCO	\$58,557,153	48,542,102	\$55,566,398	52,252,778	\$51,089,204	46,811,514	\$41,601,667	\$31 706 /3/	\$39,854,921	\$20 929 975	\$40,888,418	\$12 670 677	\$55,944,884	\$8,837,403	\$70,107,774	\$8,740,623	\$54,248,607	\$8,895,904
3 Average active residential account bill (line 2 / line 1)	730,337,133	40,542,102	\$55,500,550	32,232,170	731,003,204	40,011,314	341,001,007	731,700,434	\$55,054,521	720,323,373	\$40,000,410	712,070,077	755,544,004	\$0,037, 1 03	\$161.58	\$36.18	\$123.27	\$35.64
4 Total Receipts	\$25,163,532	\$16 775 688	\$26,649,529	\$17 766 352	\$28,493,266	\$18 995 511	\$26,755,659	\$17 837 106	\$22,088,232	\$14 725 488	\$17,602,984	\$11 735 323	\$19,717,396	\$13 144 931		\$15,018,443	•	\$14,459,941
5 Total Number of Accounts Protected through SPECIAL PROTECTIONS	0	0	Ç20,043,329 0	0	0	0	0	0	8,160	5,020	8,179	5,034	0	0	6,758	4,258	6,932	4,392
6 Number of Standard Accounts Protected	0	0	0	0	0	0	0	0	5,720	3,482	5,744	3,482	0	0	3,783	2,275	3,888	2,360
6.a Elderly		-		-	-				1,972	1,319	2,007	1,350		-	1,059	733	1,100	761
6.b Infant									850	644	805	587			311	200	281	194
6.c Handicapped									1.487	832		841			464	227	522	257
6.d Welfare									0	1	1,420	695			0	0	0	0
6.e Unemployed									21	9	0				17	5	18	5
6.f Seriously ill									1,390	677		<u> </u>			1,932	1,110	1,967	1,143
7 Number of Low-Income Accounts Protected	0	0	0	0	0	n	0	n	2,440	1,538	2,435	1,552	0	0	2,975	1,983	3,044	2,032
7.a Elderly				0	0	- 0		- 0	681	416	,	441		0	785	505	800	529
7.b Infant									528	426	494	403			414	336	422	349
7.c Handicapped									760	464		467			494	294	519	323
7.d Welfare									0	1	467	237			0	0	0	0
7.e Unemployed									14	4	0				3	2	3	2
7.f Seriously ill									457	227	13	3			1,279	846	1,300	829
Delinguency (Includes Active and Pending final accounts)															<u> </u>		<u> </u>	
Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a																		
8 bill	41,483	27,637	40,932	26,716	41,250	27,875	44,019	27,307	38,185	21,471	34,568	17,489	40,596	18,941	44,083	17,630	46,110	16,909
8.a Number of accounts reported above that have an active DPA	1,272	1,061	1,442	1,134	1,533	1,401	1,507	1,117	1,233	560	1,178	534	1,352	444	1,759	301	2,253	332
8.b Number of accounts reported above without an active DPA	40,211	26,576	39,490	25,582	39,717	26,474	42,512	26,190	36,952	20,911	33,390	16,955	39,244	18,497	42,324	17,329	43,857	16,577
Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of																		
9 a bill	\$12,381,169	\$8,649,236	\$13,492,642	\$10,459,761	\$13,529,105	\$12,174,545	\$13,293,086	\$11,923,198	\$9,946,998	\$7,147,914	\$8,181,828	\$4,603,370	\$9,080,527	\$3,532,979	\$12,130,526	\$2,502,171	\$13,657,269	\$2,242,661
9.a Dollar Value of accounts reported above that have an active DPA	\$2,013,179	\$1,037,491	\$2,249,443	\$1,335,474	\$2,576,732	\$1,945,124	\$2,606,573	\$1,990,426	\$2,371,015	\$1,138,851	\$2,053,553	\$1,094,150	\$2,090,740	\$825,258	\$2,400,333	\$553,675	\$2,812,617	\$509,649
9.b Dollar Value of accounts reported above without an active DPA	\$10,367,990	\$7,611,745	\$11,243,199	\$9,124,287	\$10,952,373	\$10,229,421	\$10,686,513	\$9,932,772	\$7,575,983	\$6,009,063	\$6,128,274	\$3,509,220	\$6,989,787	\$2,707,722	\$9,730,193	\$1,948,496	\$10,844,651	\$1,733,013
Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a																		
10 bill	15,754	9,149	16,634	12,085	15,728	11,360	17,120	13,311	17,770	12,604	15,625	9,951	14,240	7,978	15,370	7,863	15,635	6,667
10.a Number of accounts reported above that have an active DPA	1,795	1,045	2,366	1,829	2,512	2,089	2,538	2,279	2,647	1,749	2,309	1,421	2,042	1,000	2,210	737	2,677	571
10.b Number of accounts reported above without an active DPA	13,959	8,104	14,268	10,256	13,216	9,271	14,582	11,032	15,123	10,855	13,316	8,530	12,198	6,978	13,160	7,126	12,958	6,096
Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of																		
11 a bill	\$5,645,488	\$2,962,450	\$7,176,177	\$5,269,861	\$7,291,028	\$5,765,630	\$7,670,920	\$7,288,436	\$7,100,935	\$6,425,395	\$5,640,056	. , , ,	\$4,748,728	\$3,212,244	\$4,772,461	\$2,207,517	\$5,259,781	\$1,492,539
11.a Dollar Value of accounts reported above that have an active DPA	\$1,329,023	\$528,340	\$1,695,290	\$926,808	\$1,961,149	\$1,236,456	\$2,188,536	\$1,698,712	\$2,464,158	\$1,357,967	\$2,038,908	\$1,482,891	\$1,642,758	\$946,421	\$1,600,868	\$641,293	\$1,719,735	\$429,582
11.b Dollar Value of accounts reported above without an active DPA	\$4,316,465	\$2,434,109	\$5,480,887	\$4,343,053	\$5,329,879	\$4,529,174	\$5,482,385	\$5,589,725	\$4,636,777	\$5,067,428	\$3,601,148	\$3,444,675	\$3,105,970	\$2,265,823	\$3,171,593	\$1,566,224	\$3,540,047	\$1,062,957
Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill																		
12	48,729	26,771	44,158	25,039	43,169	26,616	43,174	28,641	42,612	27,186	42,482	31,575	41,638	32,162	38,757	31,643	37,711	30,891
12.a Number of accounts reported above that have an active DPA	10,646	4,620	9,386	3,883	10,302	4,986	11,024	6,100	14,009	5,253	14,579	9,259	13,561	8,923	12,457	8,693	11,898	8,185
12.b Number of accounts reported above without an active DPA	38,083	22,151	34,772	21,156	32,867	21,630	32,150	22,541	28,603	21,933	27,903	22,316	28,077	23,239	26,300	22,950	25,813	22,706
Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a																		
13 bill													\$31,006,715					
13.a Dollar value of accounts reported on above that have an active DPA	\$5,325,150			\$1,856,788	\$5,268,359		\$6,169,603		\$8,626,579	\$2,167,230	\$9,017,675		\$8,201,647			\$4,870,813	\$6,954,470	\$4,495,601
13.b Dollar value of accounts reported above without an active DPA	\$24,212,031		\$24,907,710		\$25,076,405		\$25,296,895		\$23,058,322		\$22,611,120		\$22,805,068		\$21,291,443		\$20,601,435	
14 Total Number of delinquent accounts	105,966	63,557	101,724	63,840	100,147	65,851	104,313	69,259	98,567	61,261	92,675	59,015	96,474	59,081	98,210	57,136	99,456	54,467
14.a Number of accounts reported above that have an active DPA	13,713	6,726	13,194	6,846	14,347	8,476	15,069	9,496	17,889	7,562	18,066	11,214	16,955	10,367	16,426	9,731	16,828	9,088
14.b Number of accounts reported above without an active DPA	92,253	56,831	88,530	56,994	85,800	57,375	89,244	59,763	80,678	53,699	74,609	47,801	79,519	48,714	81,784	47,405	82,628	45,379
15 Total Dollar Value of delinquent accounts	\$47,563,838												\$44,835,970					
15.a Dollar Value of accounts reported above that have an active DPA	\$8,667,352			\$4,119,071	\$9,806,240		\$10,964,712						\$11,935,145				\$11,486,822	\$5,434,832
15.b Dollar Value of accounts reported above without an active DPA	\$38,896,486		\$41,631,796		\$41,358,657		\$41,465,792		\$35,271,082	<u> </u>			\$32,900,825				\$34,986,133	
16 Total Dollar Value of current accounts	\$47,191,107		\$45,892,074		\$39,869,600		\$32,841,103		\$30,046,363		\$34,681,023		\$42,575,872					\$8,453,432
17 Total Active and Pending Final A/R	\$94,754,945	\$61,472,197	\$96,115,595	\$70,217,931	\$91,034,497	\$70,145,107	\$85,271,607	\$61,615,626	\$78,779,197	\$47,939,447	\$80,131,702	\$44,143,522	\$87,411,842	\$38,842,541	\$97,211,024	\$30,788,137	\$90,332,173	\$35,300,89 <i>/</i>
Collection Agencies	1.015	1 105	4 44 4	077	4.540	1.040	1.021	1 220	2.044	4 207	2.002	4 4 2 0	3.003	1 (11	2 474	4.635	2.055	4 330
18 Number of cases referred to collection agencies	1,915	1,195	1,414	977	1,546	1,019	1,821	1,220	2,014	1,367	2,093	1,128	2,862	1,641	2,474	1,625	2,055	1,329

	Jan-19)	Feb-1	.9	Mar-:	19	Apr-	19	May-	19	Jun-1	.9	Jul-19)	Aug-1	9	Sep-1	19
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
Payment Plans																		
19 Number of new payments plans, not including AMP	4,317	2,627	4,167	2,834	5,001	3,784	5,342	4,035	7,750	5,284	5,333	3,378	5,079	2,998	5,391	2,627	5,662	2,235
20 Number of payment plans defaulted	4.343	2,372	3,316	1,685	3.011	1,786	3.865	2,432	3,949	2,532	4,274	2,633	5,760	3,298	4,836	2,526	5,074	2,501
21 Number of active payment agreements	,-	,-		, , , , ,		,		,		,	,	,		-,	8,709	4,887	11,048	5,370
21.a Number of Active Step-plan agreements															6,782	4,151	8,854	4,515
21.b Number of Company issued non-Step plans															1,446	584	1,703	692
21.c Number of regulatory order non-Step plans															203	67	236	86
21.d Number of Commission sanctioned "October Rule" payment plans				Ì											278	85	255	77
22 Number of new budget plans, not including AMP				Ì			1,794	1,218	2,414	1,352					2,075	929	2,021	961
Shut-Offs																		
23 Number of Accounts Sent Notice of Disconnection for non-payment	36,723	24,237	25,950	18,197	30,581	22,995	43,335	33,969	46,531	37,843	38,774	31,725	40,510	30,389	40,500	26,909	42,031	23,604
24 Number of Service Disconnections for non-payment	1	0	0	0	1	19	705	181	2,657	244	2,701	512	1,571	282	2,470	480	2,394	525
Number of Service Disconnections for non-payment on accounts with NO special	-	J		, i		13		101	2,007		2), 02	512	1,571		2,170		2,00 .	
24.a protection	1	0	0	0	1	19	705	181	2,569	237	2,635	494	1,536	279	2,416	463	2,350	510
Number of Service Disconnections for non-payment on accounts WITH a special	-	J		, i		13		101	2,505	237	2,000	.5.	1,550		2,110	.03	2,550	
24.b protection	0	0	0	0	0	0	0	0	88	7	66	18	35	3	54	17	44	11
24.c Number of Service Disconnections for non-payment in excess of \$1000	1	0	0	0	1	15	335	92	1,365	139	1,024	273	445	143	585	233	472	231
24.d Ratio of service disconnections for nonpayment to total Residential Customers		J		Ŭ		13	333	32	1,505	133	1,02-4	2/3	7-13	1-73	0.6%	0.2%	0.5%	0.2%
25 Average balance of Service Disconnections for non-payment	\$2,992	\$0	\$0	ŚΩ	\$1,544	\$1,754	\$1,348	\$1,223	\$1,474	\$1,786	\$1,152	\$1,563	\$933	\$1,428	\$878	\$1,463	\$851	\$1,357
Average balance of Service Disconnections for non-payment on accounts with NO special	72,332	70	٠,٠	Ų	71,544	71,734	71,570	71,223	71,77	71,700	71,132	71,505	2233	71,720	, J. J. J	71,703	7051	71,337
25.a protection	\$2,992	\$0	\$0	¢Ω	\$1,544	\$1,754	\$1,348	\$1,223	\$1,449	\$1,793	\$1,117	\$1,534	\$925	\$1,436	\$857	\$1,436	\$850	\$1,335
Average balance of Service Disconnections for non-payment on accounts WITH a special	72,332	Şθ	70	Şΰ	71,544	71,734	71,540	71,223	71,443	71,755	71,117	71,334	7525	71,430	7037	71,430	7050	71,333
25.b protection	\$0	ŚŊ	\$0	ŚŊ	\$0	Śn	\$0	ŚO	\$2,209	\$1,557	\$2,559	\$2,346	\$1,307	\$692	\$1,794	\$2,186	\$931	\$2,111
Restorations	ŞŪ	\$ 0	- 70	5 0	JU.	ŞÜ	J U	JU	\$2,209	71,337	32,333	72,340	\$1,307	J092	Ş1,7 <i>3</i> 4	72,100	7931	72,111
26 Number of Service Restorations within 7 days of termination	1	0	0	0	1	10	576	92	1,993	179	1,926	211	1,159	116	1,969	285	1,869	267
Number of Service Restorations within 7 days of termination Number of Service Restorations within 7 days of termination on accounts with NO special	1	0	0	- U		19	370	92	1,993	179	1,920	211	1,133	110	1,909	203	1,809	207
26.a protection	1	0	0	0	1	10	576	92	1,921	173	1,867	199	1,125	113	1,920	274	1,828	254
Number of Service Restorations within 7 days of termination on accounts WITH a special	1	0	0	- U		19	370	92	1,321	1/3	1,807	133	1,123	113	1,920	2/4	1,828	234
26.b protection	0	0	0	0	0	0	0	0	72	6	59	12	34	2	49	11	41	15
27 Average balance of of service restorations	U	0		U	- 0	0	0	U	72		39	12	34	3	49	11	41	15
27.a Average balance of of service restorations 27.a Average balance of of service restorations on accounts with NO special protection	2,992	¢0	\$0	¢Ω	\$0	\$1,718	\$875	\$729	\$813	\$1,512	\$575	\$704	\$481	\$863	\$454	\$974	\$444	\$861
27.b Average balance of of service restorations on accounts WITH a special protection	2,992	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$1,716 ¢n	\$673 \$0	\$729 \$0	\$1,978	\$1,512	\$2,112	\$2,415	\$1,438	\$707	\$1,694	\$1,572	\$893	\$2,269
Average duration of service disconnection for Service Restorations within 7 days of	0	5 0	J U	5 0	JU.	ŞÜ	Ų	JU.	\$1,576	71,321	72,112	72,413	71,436	7/0/	\$1,034	71,372	2023	72,203
28 termination							1.2	3.9	3.2	1.0					1.0	2.0	1.0	3.0
Write-Offs							1.2	3.9	5.2	1.0					1.0	2.0	1.0	3.0
29 Number of Accounts Classified as Written-Off	2,146	1,360	1,659	997	1,407	1,016	1,382	904	1,568	1,021	1,511	1,028	1,818	1,262	2,242	1,281	2,225	1,451
29.a Number of Residential Accounts Classified as Written-Off	1,974	1,300	1,552	938	1,286	954	1,260	850	1,430	951	1,311	967	1,665	1,162	2,098	1,205	2,223	1,451
29.b Number of Commercial and Industrisal Classified as Written-Off	1,974	57	1,332	59	121	62	1,200	54	1,430	70	1,384	61	153	1,102	144	76	2,108	1,303
30 Dollar Value of Accounts Classified as Written-Off	\$1,508,374	\$878,708	\$1,141,556	\$627,546	\$957,312	\$652,544	\$1,122,982	\$601,058	\$1,085,038	\$749,441	\$1,263,403	\$878,526	\$1,409,604	\$987,541	\$2,498,642	\$1,130,439	\$2,009,551	\$1,334,254
30.a Dollar Value of Residential Accounts Classified as Written-Off	\$1,302,041	\$826,143	\$998,790	\$590,597	\$803,188	\$612,857	\$961,612	\$570,666	\$906,437	\$700,072	\$1,203,403	\$805,121	\$1,409,004	\$883,491	\$2,436,042	\$889,526	\$1,802,885	\$1,334,234
30.b Dollar Value of Commercial and Industrisal Classified as Written-Off	\$1,302,041	\$826,143	\$998,790	\$36,950	\$154,124	\$39,687	\$161,370	\$30,392	\$906,437	\$49,369	\$1,075,263	\$73,405	\$1,152,987	\$883,491	\$2,233,917	\$889,526	\$1,802,885	\$1,248,536
31 Dollar Value of write-off recoveries	\$390,158	\$333,747	\$415,231	\$30,950	\$534,372	\$431,617	\$524,942	\$386,486	\$178,600	\$294,437	\$188,140	\$327,924	\$411,641	\$286,597	\$416,925	\$256,141	\$401,997	\$264,193
31.a Dollar Value of Write-off recoveries 31.a Dollar Value of Residential write-off recoveries	\$367,875	\$303,268	\$386,037	\$325,365	\$508,935	\$431,617	\$524,942	\$371,211	\$486,959	\$294,437	\$414,792	\$301,788	\$389,608	\$273,748	\$393,104	\$237,181	\$384,221	\$248,339
31.b Dollar Value of Commercial and Industrisal write-off recoveries	\$22,283	\$303,208	\$380,037	\$8,876	\$25,437	\$8,583	\$300,332	\$15,276	\$486,959	\$282,883	\$69,709	\$26,136	\$22,034	\$12,850	\$23,821	\$18,959	\$17,776	\$15,854
32 Dollar value of NET A/R Write-Offs	\$1,118,217	\$544,961	\$726,325	\$302,182	\$422,940	\$220,927	\$598,040	\$15,276	\$566,102	\$455,004	\$848,611	\$550,602	\$997,963	\$700,944	\$23,821	\$874,299	\$1,607,554	\$1,070,061
32.a Dollar Value of Residential NET A/R Write-Offs	\$1,118,217	\$544,961	\$612,753	\$302,182	\$422,940	\$189,822	\$598,040	\$214,571	\$419,478	\$455,004	\$730,180	\$503,333	\$997,963	\$609,743		\$652,345		\$1,070,061
32.b Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$184,051	\$22,086	\$113,572	\$274,108	\$128,687	\$189,822	\$136,960	\$199,455	\$419,478	\$37,615	\$118,431	\$47,269	\$234,583	\$91,201	\$1,840,812	\$221,954	\$1,418,664	\$69,864
Low Income Discount Rate	\$104,U3I	944,000	2113,372	20,073	7120,007	31,104	7130,500	13,110	Ç140,024	137,015ر	110,431 ب	47,209	J2J4,J0J	1,201رد د	7440,304	7661,334	7100,030	05,004,
33 Number of Low-Income Accounts									35,187	21,380	34,515	21,583			33,443	21,543	33,451	21,466
33.a Number of Accounts (no rider)									32,106	19,071	31,348	19,227			29,887	18,997	29,671	18,783
33.b Number of Accounts (no rider)									3,081	2,309	3,167	2,356			3,556	2,546	3,780	2,683
34 Percent of customers on the low-income discount									3,001	2,309	3,107	2,330			7.7%	8.9%	7.6%	8.6%
35 Total receipts							\$3,706,622	¢2 40¢ 1¢0	\$3,448,967	\$1,692,048	\$2,529,219	¢2 650 447			\$2,939,615	\$568,822	\$2,885,340	\$531,532
36 Total receipts 36 Total receipts paid by LIHEAP	\$0	\$0	\$300,213	\$841,538	\$140,411	\$638,944	\$3,706,622	\$3,406,169		\$1,692,048	\$2,529,219				\$2,939,615	\$568,822	\$2,885,340	\$531,53
	\$0	\$0	\$5UU,Z13	Ş641,538	\$14U,411	ა ნპ გ ,944	32/0,111	\$/94,35 <u>1</u>	\$36 2 ,890	\$1,908,175	\$151,420	24,108,472						
1 1 7 0															\$1,520	\$10,995	\$1,820	\$8,650
36.b Total receipts paid by Crisis LIHEAP			020	2 225	270	4 500	050	2.042	4 240	4.001	205	F 666	270	4 670	\$1,849	\$93	\$3,621	\$1,91
37 Total number of customers receiving a LIHEAP payment for the month	62.025.702	Ć2 014 7 50	926	2,325	378	1,596	956	2,012	1,348	4,664	395	5,603	370	1,679	10	¢635,646	17	Ć627.52
38 Total billed	\$2,835,702	\$2,811,756	\$2,879,168	\$3,162,137	\$2,///,/40	\$2,943,875	\$2,277,486	\$2,066,762	\$2,121,753	\$1,398,096	\$2,093,141	\$8/8,134	\$2,732,952	\$626,936	\$3,408,078	\$625,646	\$2,586,311	\$637,525

	Jan-19		Feb-1	_	Mar-19		Apr-1		May-		Jun-:	-	Jul-19		Aug-1		Sep-1	
la n	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
Delinquency																		
Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill															3,897	885	4,106	975
39.a Number of accounts reported above that have an active DPA															260	29	358	51
39.b Number of accounts reported above that have an active DPA															3,637	856	3,748	924
Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days															3,037	030	3,740	324
40 after issuance of a bill															\$282,191	\$37,480	\$321,962	\$34,682
40.a Dollar value of accounts reported above that have an active DPA															\$27,873	\$1,395	\$36,621	\$6,350
40.b Dollar value of accounts reported above without an active DPA															\$254,318	\$36,085	\$285,341	\$28,332
Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after																		
41 issuance of a bill							2,644	2,004	1,926	1,342	1,796	1,087			1,612	625	2,111	583
41.a Number of accounts reported above that have an active DPA															373	105	582	89
41.b Number of accounts reported above without an active DPA															1,239	520	1,529	494
Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days																		
42 after issuance of a bill							\$867,611	\$889,461	\$509,837	\$434,248	\$441,441	\$259,991			\$289,223	\$59,566	\$368,888	\$47,036
42.a Dollar value of accounts reported above that have an active DPA															\$94,901	\$16,175	\$136,913	\$11,178
42.b Dollar value of accounts reported above without an active DPA															\$194,322	\$43,392	\$231,975	\$35,858
Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill							13,503	9,227	10,824	7,350	10,589	6,363			9,663	6,337	9,591	6,335
43.a Number of accounts reported above that have an active DPA							13,303	3,221	10,024	7,550	10,369	0,303			4,479	2,561	5,039	2,763
43.b Number of accounts reported above that have an active DPA															5,184	3,776	4,552	3,572
Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after															3,104	3,770	.,552	3,372
44 issuance of a bill							\$17,657,398	\$12,769,183	\$14,081,558	\$9,766,330	\$13,504,944	\$7,985,918			\$11,534,130	\$6,823,827	\$11,747,762	\$6,638,426
44.a Dollar value of accounts reported above that have an active DPA							,	, , , , ,	, , , , , , , , , , , , , , , , , , , ,	, , , , , ,	,-	, ,			\$4,623,171	\$2,371,478	\$5,199,909	\$2,459,145
44.b Dollar value of accounts reported above without an active DPA															\$6,910,959	\$4,452,349	\$6,547,854	\$4,179,281
45 Total Number of low-income delinquent accounts							20,301	13,424	15,902	10,087	15,061	8,396			15,172	7,847	15,808	7,893
45.a Number of accounts reported above that have an active DPA															5,112	2,695	5,979	2,903
45.b Number of accounts reported above without an active DPA															10,060	5,152	9,829	4,990
46 Total Dollar Value of low-income delinquent accounts							\$19,373,500	\$14,233,055	\$15,074,728	\$10,451,746	\$14,349,798	\$8,363,903			\$12,105,545	\$6,920,873	\$12,438,613	\$6,720,144
46.a Dollar value of accounts reported above that have an active DPA															\$4,745,946	\$2,389,047	\$5,373,443	\$2,476,673
46.b Dollar value of accounts reported above without an active DPA															\$7,359,599	\$4,531,825	\$7,065,170	\$4,243,471
Shut-Offs							F 672	4.024	5.040	F 066	4.022	2.624			4.225	2.004	4.667	2.762
47 Number of low-income Accounts Sent Notice of Disconnection 48 Number of low-income Service Disconnections for Non-Payment							5,673 31	4,834	5,919 511	5,066	4,023 463	3,621			4,235 367	2,881 41	4,667 314	2,763
Ratio of low-income service disconnections for nonpayment to total low-income							31	4	511	33	403	37			307	41	314	52
49 Residential Customers									1.5%	0.2%	1.3%	0.2%			1.1%	0.2%	0.9%	0.2%
Restorations									1.570	0.270	1.370	0.270			1.170	0.270	0.570	0.270
50 Number of low-income Service Restorations for non-payment							30	4	511	27	736	52			354	31	274	24
51 Average duration of low-income service disconnection for restored accounts															1	3	1	4
Write-Off																		
52 Number of low-income accounts Classified as Written-Off	261	159	193	106	161	98	158	170	172	108	190	125	178	99	250	114	294	158
Dollar Value of low income accounts classified as written-off	\$340,428	\$185,480	\$223,569	\$110,467	\$171,480	\$124,884	\$217,242	\$132,883	\$212,332	\$125,113	\$256,799	\$185,581	\$203,458	\$116,414	\$435,958	\$141,494	\$471,188	\$245,063
54 Dollar Value of low-income write-off recoveries	\$97,525	\$63,520	\$108,660	\$59,536	\$119,127	\$98,883	\$110,866	\$71,942	\$134,578	\$62,268	\$77,581	\$74,147	\$104,477	\$57,881	\$84,984	\$43,797	\$109,712	\$42,305
55 Dollar value of NET low-income A/R Write-Offs	\$242,903	\$121,959	\$114,909	\$50,931	\$52,353	\$26,002	\$106,376	\$60,941	\$77,754	\$62,845	\$179,218	\$111,434	\$98,982	\$58,533	\$350,974	\$97,697	\$361,475	\$202,757
Arrearage Management Program																		
Number of Accounts (total enrollees in the program)	2,037	1,102	1,984	1,115	1,997	1,158	2,138	1,322	2,598	1,685	2,697	1,761	2,746	1,748	2,764	1,686	2,748	1,580
57 Percent of low-income customers enrolled on the AMP	¢220.220	Ć02 44 1	6247 222	ć70 225	6220.464	Ć0F 340	6227.240	¢400 000	7.4%	7.9%	7.8%	8.2%	6202.400	¢122 74-	8.3%	7.8%	8.2%	7.4%
58 Total receipts paid by enrollees 59 Total receipts paid by LHEAD	\$230,339 \$0	\$83,114 \$0	\$217,233	\$79,335	\$229,161	\$95,243	\$227,349	\$106,699	\$280,657	\$113,855	\$168,156	\$118,481	\$303,196	\$133,745	\$289,996	\$112,618	\$276,876	\$97,309
59 Total receipts paid by LIHEAP 60 Total billed to program participants, includes both arrears payment and current bill	\$U	\$0	\$50,261	\$86,674	\$11,026	\$12,905	\$32,047	\$133,191	\$102,149	\$66,851	\$37,028	\$463,190	\$37,897	\$154,168	\$3,569 \$881,315	\$2,410 \$407,968	\$668 \$812,028	\$1,630 \$368,499
61 Number of newly enrolled customers	189	126	202	149	235	172	356	270	802	580	435	307	347	215	\$881,315 356	\$407,968 199	\$812,028 313	\$368,499 127
61.a Number of newly enrolled customers: not associated with service restoration	103	120	202	149	233	1/2	330	2/0	602	360	433	307	347	213	328	199	287	127
61.b Number of newly enrolled customers: associated with service restoration															28	3	26	0
62 Number of customers exited the program	327	167	263	143	216	116	240	109	264	147	214	115	294	177	284	182	309	242
62.a Number of customers exited the program by default	291	151	235	131	177	102	189	96	197	124	142	93	205	151	195	159	222	213
62.b Number of customers exited the program by cancellation	36	16	28	12	39	14	51	13	67	23	72	22	89	26	89	23	87	29
Number of customers successfully completing a 12-month program	12	7	10	7	11	5	5	1	136	85	109	82	70	57	63	27	71	17
Number of customers successfully completing a 12-month program with remaining																		
63.a arrears															62	27	71	17
Number of customers that have fully completed the program with full pay-down to zero											· <u></u>		·					
63.b arrears															1	0	0	0
Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after																		
64 issuance of a bill							2,283	1,387	2,453	1,525	2,473	1,428			2,290	1,229	2,435	1,210
Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days							¢2 =20 ===	62.00= ==	40 - 00	42.2	40 ==0	64.00= :=:			42	64 624	42 740 7 :-	ć4 coc = : :
65			CF.	440	4.4	4-	\$3,526,666		\$3,793,675	\$2,244,409			F.0	40-		\$1,624,371	\$3,710,347	\$1,600,019
66 Number of AMP program participants receiving LIHEAP	0 0%	0 00/	65	112	14	17	43	186	132	84 F 00/	46 1.79/	564 22.0%	50 1 89/	195	5	0.30/	1	2 0 10/
67 Percent of AMP customers receiving LIHEAP payments	0.0%	0.0%	3.3%	10.0%	0.7%	1.5%	2.0%	14.1%	5.1%	5.0%	1.7%	32.0%	1.8%	11.2%	0.2%	0.2%	0.0%	0.1%

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.

Joanne M. Scanlon

October 25, 2019 Date

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